

## Meet and Greet Volunteer

*Could you help enhance the visiting experience of our patients and visitors?*

Our local Ealing Community Partnership Health Centres across the Ealing borough offer a range of physical health services to children and adults such as nutrition and dietetics, bladder and bowel service, musculoskeletal physiotherapy and podiatry. As a Meet and Greet volunteer you will be volunteering alongside our Health centre reception staff to provide enhanced patient and visitor experiences ensuring a welcoming environment free of anxiety and things run smoothly in the centre environment.

*To be successful for the role, the following is required:*

- Completed online volunteering application form
- An informal volunteering interview
- DBS check
- X 2 references
- Completion of core and local induction training

### What does the role involve?

- To support an efficient and courteous front of house service to all service users and visitors in partnership with reception staff.
- Support meeting and greeting, check in of patients on arrival and provide any relevant information
- Ensure things run smoothly by dealing with general public, staff, reception, telephone and email correspondence and passing on messages promptly or action where relevant.
- Support with room bookings for the Health Centre/Clinic
- Help to maintain a clean and safe environment and ensure any facility failures are reported to staff
- Follow up on interpreters and transport for patient appointments where required, to ensure equity of access for patients.
- Under supervision, to open and lock the building securely as required.
- Supporting with other general basic duties as and when required such as the health centre water flushing audit with training provided.
- Adhere to the relevant policies and procedures of the Trust, including Infection control, Health and Safety, Safeguarding, Equality and Diversity, Data Protection and Confidentiality and Incident Reporting policies

- Opportunities to get involved in other areas of the Trust's work, including our NHS careers

Volunteers are not expected to be involved in any of the following:

- Clinical or medical treatments of any kind
- Psychological interventions

## What skills and qualities do you need?

West London NHS Trust is committed to equal opportunities and welcomes applications from all sections of the community.

- Confident with IT, including MS Word, Excel and email
- Good written and verbal communication skills
- Ability to deal with difficult/emotional callers who may be anxious or have cultural or language difficulties.
- Able to travel to one of our Health Centres in Ealing for onsite volunteering
- Have good interpersonal skills
- Be reliable
- Able to work as part of a team
- Able to complete tasks effectively and efficiently
- Committed to uphold [Trust core values](#) (**Togetherness, Responsibility, Excellence, Caring**) and NHS policies

## What we can offer you

- A full induction, training or brief to your role
- On-going support and guidance from a member of staff
- The opportunity to develop your personal and professional skills
- The opportunity to get involved in other areas of The Trust's work, including NHS careers
- Provide you with a uniform
- Reimbursement of reasonable expenses
- The opportunity to contribute to our mission supporting outstanding patient care.

## Time commitment

There is an expected minimum commitment once a week for at least 6 months for this role

The general time options activities could occur (these are not specific scheduled shifts)

	Morning	Afternoon	Evenings	Nights
Monday	X	X		
Tuesday	X	X		
Wednesday	X	X		
Thursday	X	X		
Friday	X	X		
Saturday				
Sunday				

## Number of volunteers needed

We will need 6 volunteer(s) for this role

*'West London NHS Trust is committed to safeguarding all children and vulnerable adults and expects all staff and volunteers to share this commitment.'*